Administrator

Job Description

Hours:	35 hours per week (full time) / or 0.8 FTE (part time)
Start date:	As soon as possible.
Salary:	£27,168 (full time) starting salary per annum + 6% pension.
Leave:	25 days per annum pro rata plus bank holidays (England and Wales) and additional concessionary days off between Christmas and New Year
Contract:	Permanent with a 6 month probation as standard.
Responsible to:	Finance and Operations Manager
Location:	Remote – North East England based, hybrid working role. You may be required to travel to a North East (England) office-base around once a week. In addition, there will be travel requirements (within the UK), at least quarterly. If preferred, there's possibility of being based within a member organisation's office or co-working space.
Benefits:	Calm App, flexible working, wellbeing time and support

Closing date for applications: Thursday 26th September 2024 at 11.30pm

Interviews: Tuesday 15th October & Wednesday 16th October 2024

Organisational Context:

NACCOM (No Accommodation Network) is a registered charity, and we provide a service to our (140) members who are frontline organisations based across the UK working together to end destitution amongst people seeking asylum, refugees and migrants with No Recourse to Public Funds (NRPF). Whilst members' services are accessible to a range of people with NRPF, their core focus is to provide support to those experiencing destitution who are appeal rights exhausted (ARE).

The NACCOM membership network is made up of 'full' members who provide accommodation to people seeking asylum who have been refused and 'associate' members who are organisations that are in support of the aims of NACCOM. NACCOM brings members together to network, collaborate and share good practice, and also provides resources, support and training to enable members to increase their capacity and empower as many people as possible out of destitution. NACCOM also campaigns for a fair, just and humane asylum and immigration system that doesn't leave people destitute.

Read more about NACCOM including vision and values here.

About the role:

This is a varied role providing vital support to NACCOM and its members. The role includes but not limited to operational duties such as the day-to-day running of the general (remote) office, updating software systems, minute taking for regular meetings, financial administration tasks. As well as network development administration support including new membership application administration and providing administrative support for our member events.

About you:

We are looking for an experienced Administrator who is well-organised and has strong attention to detail. You will have excellent written and verbal communication skills and enjoy working as part of a small but very busy team. You will provide flexible, responsive, and efficient administration support.   You will be comfortable working from home and have a strong ability to manage your own time and tasks efficiently.

Duties & Responsibilities:

Operational administration support

- Being the first point of contact by responding to incoming phone calls and general office emails.
- Provide administrative support to the Director and other members of the team as agreed with the Finance and Operations Manager.
- Assist with financial administration by ensuring receipts are collected and recorded for staff/trustee/volunteer expenditures.
- Provide admin support for the monthly credit card reconciliation.
- Update the NACCOM database as required.
- Assist with the preparation of papers and minute-taking for team meetings, trustee sub-committee meetings and other internal/staff meetings where required.
- Work to uphold NACCOM's policies and procedures, in particular its Equality and Diversity and Safeguarding policies.

Network administration support

- Provide administrative support to the Network Development team in the delivery of exceptional support to the membership network.
- Ownership of the membership application process from start to end.
- Organising and managing the diary of NACCOM events across the year, including monthly members' calls, member hub meetings (online/in-person) and the Annual Conference. This includes contributing and sending out event agendas, booking venues/Zoom, booking

catering, managing invites, updating the participants' list, creating delegate packs, taking minutes and recording feedback.

- Maintain the online member resources and platforms and assist with updating website content.
- Day-to-day responsibility for member communications, including management of the communication forums.
- Maintain up to date records and permissions from members and update the database and online Member Directory.
- Assisting with annual survey administration.

Person Specification/Key Competencies:

Essential skills:

- Experience providing high quality administrative support to remotely based colleagues.
- Exceptional attention to detail throughout all work/outputs.
- Excellent written and verbal communication skills.
- Excellent organisational skills and able to manage and prioritise a busy / varied workload including arranging and setting up meetings both in-person and online.
- Excellent IT skills, including high level of competence in SharePoint, Teams, Word, Excel and Outlook; and the ability to learn and understand new IT systems quickly.
- Experience of data administration (eg on CRMs such as Salesforce, Excel)
- Experience of event organisation (in person and online).
- Self-motivated but comfortable working as part of a small team.
- Excellent interpersonal skills enabling good relationships to be maintained with members, colleagues, trustees and other stakeholders.
- A commitment to standing in solidarity with those who have lived experience of destitution.
- A demonstrable commitment to NACCOM's values.

Desirable skills:

- Experience of recording financial information
- Experience of updating websites (eg Word Press) and using communication systems (eg Google Group, Slack).
- Understanding of using online form software (eg Form Assembly) and event management platforms (eg Eventbrite).
- Understanding of confidentiality and data protection.
- Understanding of supporting network/membership-based organisations.
- Experience of working with organisations supporting people who are destitute and under immigration control.

Additional notes:

- This job description is not intended to be an exhaustive list, and it is expected that you will be flexible and willing to participate in duties which are broadly in line with the above responsibilities.
- This job description does not form part of the employment contract and we reserve the right to review it with the post-holder as necessary.

- We encourage people with lived experience of immigration control and destitution to apply if they have the right to work and meet the person specification. Should they meet the person specification criteria, they will be prioritised for interview.
- NACCOM will recognise volunteering experience in the shortlisting process.

How to apply

- Please read the job description carefully
- To apply please complete **NACCOM's Job Application Form** and **Equality and Diversity Form**
- Send both forms to **recruitment@naccom.org.uk** before the specified closing date of **Thursday 26th September 2024, at 11.30pm.**
- Please note we do not ask for CVs at application stage, but you will be asked to supply your CV if you are invited for interview.
- We'll be really happy to talk to anyone who has questions about the role before you apply, you can email: angela@naccom.org.uk or call 0161 706 0185 to ask questions or arrange a call/Zoom.

Please see NACCOM's Data Privacy Policy for information about how we store and use your information when you apply for a job with us.

No agency contact, thank you.